

Ankit Unnarkar

Resort Consultant
cum Project Manager



Personal Info

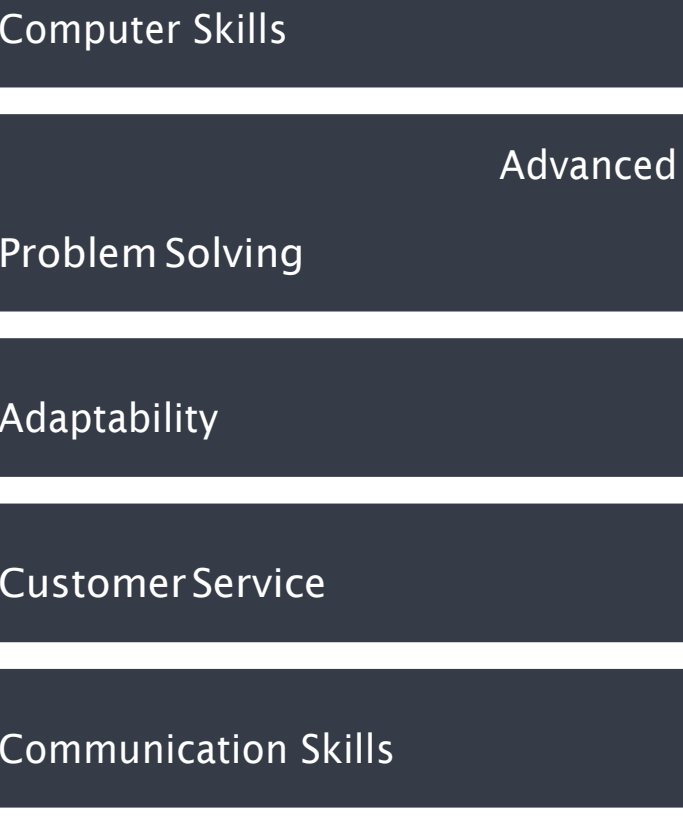
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Date of birth
1990-12-30

Skills



A dynamic, result oriented experienced professional. Trained and qualified to work in Tourism and Hospitality, with more than Eleven years of Pre-opening, opening, takeover, operations and multicultural experiences. Strong background with exposure to upscale brands, such as Oberoi Hotels & Resorts, Taj Hotels, Hilton, Accor and Aman.

Experience

2020-04 - Present	<p><u>Resort Consultant cum Project Manager</u></p> <p>The Green Heaven Resort, Karhandla Wildlife Sanctuary</p> <ul style="list-style-type: none">Facilitate discussions with the client to elaborate on the areas of proposed improvements.Define the problem concisely and hypothesize the proposed solution.Perform quantitative and qualitative analysis to drive the proposed solution.Develop and present a plan to implement the recommended changes.Making sure that all the work gets completed as per plan. (Civil, Electrical, Plumbing, etc.)Managing all the vendors and channelizing work as per the plan.Developing Business Strategy, Monitoring Strength and Weakness of competition.Developing Revenue generating strategy and pricing strategy.Developing SOP for entire Resort – All departments (Internal, External)Conducting recruitment drive in order to hire right talent and train them.Preparing a detail list of CAPEX for entire resort including all four operational departments.Making sure that the project work is finished before the given time line.Developing Brand Strategy and Digital Marketing Plans.
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Airways Hotel, Port Moresby (Papua New Guinea)

Night Manager
(Sept – 2018 to Aug – 2019)

- Manage and monitor activities of all employees in the hotel making sure that they adhere to the standard of excellence and to the hotel policies and procedures, training and correcting them where needed.
- Direct and oversee all the Hotel operation during Night Shift to ensure guest satisfaction and safety
- Conduct Briefing for all staff during Shift.
- Complete designated cashier and closing reports in the computer system. Review shift logs/daily memo books and document pertinent information in logbooks.
- Contact appropriate individual or department (e.g., Bellperson, Housekeeping) as necessary to resolve guest call, request, or problem.
- Process all guest check-ins by confirming reservations in computer system, verifying guest identity, requesting form of payment, assigning room, and activating and issuing room key.
- Report accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications
- Make effective and decisions on Guest relocations and smooth execution of relocation when hotel is booked over the capacity.

Flexibility

Leadership

Languages

- English
- Hindi
- Marathi
- Gujarati

2016-12 -
2018-01

Aman Hotels & Resorts (Amanbagh Jaipur – India)

Assistant Front Office Manager (HOD)

- Responsible for smooth functioning and for the satisfactory rooming and welfare of all guests.
- Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
- Responsible for Front Office Planning, People Management, Financial Management & Operational Management.
- Effective succession plan in the department by ensuring adequate pool of cashiers, night auditors, operators and concierge through rigorous training and cross exposure within the department and other hotels within the chain.
- Heading staff meetings and issue resolving.
- Responsible for all inter department communication and coordination.
- Responsible to Staff appraisal and growth within the company.

2015-06 -
2016-11

Novotel Ahmedabad (India)

Senior Duty Manager

- Coordinating all front office activities to ensure an optimum level of guest service and to maximize hotel profits.
- Ensuring correct staffing levels during peak and low occupancies.
- Developing standard operating procedures for all sections- concierge, front desk, operators and Night audit. Introducing new processes and effective implementation like guest preference tracking system
- Monitoring correct closure of day in terms of revenue and compiling report during Night Audit Process.
- Responsible for exceeding guest satisfaction index.

2014-04 - 2015-06	Hilton Jaipur (India) Duty Manager <ul style="list-style-type: none"> · Handling Groups, weddings, MICE business and property buy outs and create opportunities to generate incremental revenue through up selling. · Monitoring and controlling variable costs in the department. · Maintaining a strict control on rebates and paid outs. · Training the staff for maximizing productivity and maintaining all relevant records regarding training. · Conduct DCC (department communication cascade) for team motivation, encourage feedback on operational issues to attain appropriate solutions and sharing information on department’s development and progress. · Executing team building activities and excursions towards better bonding. · Managing the staff and training- both on job and class room.
2013-09 - 2014-04	Taj Falaknuma Palace Team Leader – Front Office <ul style="list-style-type: none"> ·
2013-07 - 2013-09	The Oberoi Udaivilas, Udaipur Team Leader – Front Office <ul style="list-style-type: none"> · Supervise front desk operations during the shifts. · Conducting staff briefing to ensure that information sharing happens on regular basis. · Conducting staff training every day to ensure that standards are met · Dealing with Guests queries and complaints in a prompt and efficient manner · Maintaining the highest level of guest satisfaction by exceeding guests expectations
2011-06 - 2013-06	The Oberoi Udaivilas, Udaipur Front Office Associate <ul style="list-style-type: none"> ·

Education

2009-04 - 2011-04	University of Mumbai B.Sc in HospitalityStudies
2013-04	Oberoi Center of Learning and Development Certified Departmental Trainer

Certificates

2012-09	Leading Quality Assurance Champion
2013-04	Certified Departmental Trainer (OCLD)
2014 – 11	Departmental Trainer (Hilton)